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### **Wilderness Resort Honors Four Employees For Going Above and Beyond**

WISCONSIN DELLS, Wis. - The owners of Wilderness Resort recently honored four employees for going above and beyond in their jobs.

According to Joe Eck, chief operating officer for Wilderness Resorts and Waterparks, “Providing outstanding customer service is what makes guests loyal and return for future visits. This is why we have two different customer service incentive programs to encourage our employees to perform at their best all of the time. We recognize outstanding employees monthly, quarterly and annually.”

The Wilderness named **Lisa Hendershott** its “2022 Manager of the Year” and **Cesar Ramirez** its “2022 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both received the choice of either a voucher for a vacation from select destinations in the United States and abroad, 40 hours of vacation time, and \$1,000 spending money or 40 hours of vacation time and \$2,000 spending money as a thank you for a job beyond well done.

**Hendershott** has been in the resort’s administration department since 2003. In her role as Executive Administrative Assistant, she assists the President, COO, Assistant General Manager and Department Directors in a multitude of ways. She helps with scheduling, payroll, purchasing, travel, reports and is the keeper of the gate when it comes to the executive schedules and appointments. She resides in Wisconsin Dells.

**Ramirez** has been working on the grounds maintenance team since 2009. In his

current position he is responsible for keeping the Wilderness property stunning by cutting the lawn, planting flowers, removing snow and ice, and cleaning sidewalks, entrances and waste containers. He resides in Wisconsin Dells.

For providing outstanding service to guests and potential guests, **Brittanie Wex** was named “2022 Customer Service Manager of the Year” and **Duane Finkenstein** was named “2022 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

**Wex** has been with the resort since 2013. As Senior Food and Beverage Manager she oversees the daily operations of all bars, restaurants and quick service outlets. **Wex** resides in Reedsburg.

**Finkenstein** has been with the resort since 2008. As a Camp Social Supervisor, he has mastered each area of Camp Social including the Coffee Canteen, The Burger Bar, Tacolicious and the Donut Truck. **Finkenstein** resides in Baraboo.

The Wilderness Resort consists of over 600 wooded acres in Wisconsin Dells and is home to Wilderness Hotel & Golf Resort, which features 445 guest rooms, 40 Vacation Villas, 76 Frontier Condominiums and 35 cabins. It is also home to Wilderness on the Lake which features 108 luxurious two and three bedroom condominium units overlooking Lake Delton; and Glacier Canyon Lodge, which features 460 upscale condominium units.

Combined, these three properties offer four indoor and four outdoor waterparks that total nearly 500,000 square feet - that's over 12 football fields of extreme water fun! The resort is also home to Glacier Canyon Conference Center; Sundara Spa; Wild Rock Golf Club; The Woods 9-Hole Golf Course; Take Flight Aerial Adventure; Dodge 'Em City; Timberland Play Park; three Clip 'N Climb Challenge Walls; Lost Cabin Laser Tag; The Wild Abyss indoor 3-D black light mini golf; bumper boats; indoor and outdoor go-karts and kiddy-karts; zip line tour; Northern Lights Sky Ropes Course; three Room Escapes by DOA; and outdoor Jurassic mini golf. Dining options include Field's at the Wilderness; Sarento's; Survivors; Swimm'n Chick'n, Camp Social and several other quick service options.

For more information on the resort or for reservations, visit their web site at [wildernessresort.com](http://wildernessresort.com) or call 1-800-867-WILD (9453).

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